



**MINSITRY OF TRANSPORT, INFRASTRUCTURE, HOUSING URBAN DEVELOPMENT
AND PUBLIC WORKS**

**STATE DEPARTMENT FOR TRANSPORT
CITIZEN'S SERVICE DELIVERY CHARTER**

ADMINISTRATIVE

S/No.	SERVICES/GOODS RENDERED	REQUIREMENTS	POINT OF SERVICE	COST	TIME/DURATION
1	Answering phone calls	None	All officers	Free	Within 3 rings
2	Attending to clients *Clients with disability	None	HQs & Divisions	Free	3 minutes on first come first served basis *People with disability served immediately
3	Responding to general correspondences.	Letters	HQs & Divisions	Free	Within 14 days of receipt
4	Conveying the outcome of tenders	Tender Documents	HQs	Free	Within 21 days from the closing date
5	Payment for goods supplied and services rendered	*Goods/services/works *Itax *Invoice *Delivery note *Inspection acceptance certificate s13	HQs Audit Reports	Free	Within 14 days after receipt of proper documentation contracted works paid as per the terms of contract.
6	Publication and circulation of the Ministry's Newsletter	None	HQs	Free	Every 6 months (twice a year)

7	Audit Reports	Management letters	HQs	Free	2 weeks after inspection
8	Access to Information and public complains	Information requested and complain lodged	HQs & Divisions	ATI as per the corresponding cost of the request	7 days
9	Attend to Parliamentary queries pertaining maritime transport sector.	None	HQ	Free	Immediately as they evolve

SHIPPING AND MARITIME CITIZEN SERVICES DELIVERY CHARTER

1.	Preparing of Maritime Management Policies and Legislation (mainly relating to ports, ferries and cable car).	None	HQ	Free	Continuous
2.	Communication of Government Policies and guidelines on ports and ferries/sector issues	None	HQ	Free	Immediately and as they evolve
3.	Co-ordinate, review and oversee enforcement of polices in the maritime transport sector.	None	HQ	Free	Continuous
4.	Monitoring and evaluating the performance of service delivery of Kenya Ports Authority and Kenya ferry services.	None	HQ	Free	Quarterly
5.	Monitoring the progress of the port Community Chatter and produce reports	None	HQ	Free	Quarterly (before 5 th of December, April, July and September
6.	Attend to stakeholder's concern, quires as well as awareness creation and provide feedback	None	HQ	Free	Immediately/at 3days after any query.

AIR TRANSPORT DIVISION SERVICE CHARTER

1.	Designation of airlines by Kenya to other States and from other States to Kenya	None	Air transport Department	Free	As per Bilateral Air Services Agreement
2.	Approval of seasonal (Winter and Summer) scheduled flights	None	Air transport Department	Free	As per Bilateral Air Services Agreement
3.	Response to request to review the schedules	None	Air transport Department	Free	As per Bilateral Air Services Agreement

AIRCRAFT ACCIDENT INVESTIGATION DEPARTMENT

1.	Responses to correspondences	None	Headquarters	Free	Three working days
2.	Responses to notifications of serious incidents/accidents related to air transport	None	Headquarters	Free	immediate
3.	Completion of serious incidents /accidents	None	Headquarters	Free	One year
ROAD AND RAIL DEPARTMENT					
1.	Publicizing new transport policies and regulations on road and railway transport	None	HQ	Free	Immediately upon arrival
2.	Communication of government policies and guidelines on relevant sector issues	None	HQ	Free	Immediately and as they evolve
ACCOUNTS UNIT					
1.	Preparation of receipts and Payment Vouchers	<ul style="list-style-type: none"> • Sufficient funds • Necessary documents e.g. vouchers, receipts, voucher forms • Authority for payment 		Nil	
2.	Payment of goods and services	<ul style="list-style-type: none"> • Payment voucher • Triplicate LSO • Approved MTC minutes • Invoice • Delivery note • Inspection and acceptance certificate • Authority for payment • Quotation • PIN/VAT Certificate • Bank details 		Nil	

3.	Preparation of expenditure and A-I-A returns	<ul style="list-style-type: none"> Evidence of expenditure e.g. payment vouchers and cash books. Receipt of A-in-A returns from missions 		Nil	Monthly basis
4.	Processing salary payments	Receipt of salary vouchers		Nil	22 nd of each month
5.	Preparation of bank reconciliation statements	<ul style="list-style-type: none"> Bank schedules Cash book 		Nil	15 th of following month
6.	Processing of imprest	<ul style="list-style-type: none"> Authority to process Sufficient funds 		Nil	Within two weeks

SUPPLY CHAIN MANAGEMENT DIVISION

1	Procure goods and services	<ul style="list-style-type: none"> Requests from users Approval by PS 		Nil	<ul style="list-style-type: none"> Initiate process within two (2) working days for open tenders Initiate process within three (2) working days for restricted tenders Process RFQ within (7) working days
2	Processing of tenders including preparation of evaluation report	Timely feedback		Nil	<ul style="list-style-type: none"> Bid opening within same day as closing date Evaluation committee meeting to be convened within 5 days after close of Bidding Evaluation committee report to be ready within three (3) days after end of evaluation period Review of evaluation and preparation of Agenda for MTC to be done within two days after receipt of evaluation reports

3.	MTC award and issuing of LPO/LSO to winning firm	<ul style="list-style-type: none"> • Receipt of acceptance letter by tenders within 7 days after notification • Approved minutes of MTC Award • Timely preparation of MTC Agenda 		Nil	<ul style="list-style-type: none"> • Minutes of MTC award to be ready within 2 days after MTC award meeting • Award letter to winning firm and notification of losing firms to be done within two days after MTC award meeting • Contract to be prepared and signed within 14 days after award • LPO/LSO to be prepared and issued within 2 days after signing of contract
4.	Initiate processing of merchants payments and submit the same to accounts division	<ul style="list-style-type: none"> • Receipt of goods/services as per terms of contract • Receipt of invoice • Inspection and acceptance certificate 		Nil	Within two (2) working days upon receipt of invoice
5	. Facilitate disposal of idle and unserviceable assets	<ul style="list-style-type: none"> • Receipt of request • Idle and unserviceable assets • Public procurement and disposal act 		Nil	Once every year
6.	Facilitate implementation of the 30% AGPO to enterprises owned by Youth, Women and PWDs	<ul style="list-style-type: none"> • Requests received • Availability of funds • Registration of companies under the programme 		Nil	By end of the financial year
7.	Response to communication(letters and emails)	Receipt of communication		Nil	<ul style="list-style-type: none"> • Within five (5) working days for letters • Within three (3) working days for Emails • For complex issues, will give initial reply of when full response should be expected
8.	Attending to visitors	Arrival of visitors		Nil	<ul style="list-style-type: none"> • Within ten (10) minutes for visitors with appointment

					• Twenty (20) minutes for visitors without appointment
9.	Answering incoming calls	Incoming call		Nil	Answer within three (3) rings
10.	Preparation and submission of quarterly performance contract reports and documentary evidence	Quarterly		Nil	Within eight (8) days after the end of the quarter

Our contacts are:

Telephone: (020 2729200
 Fax: (020) 2726362
 E-mail: Ps@transport.go.ke
 Website: www.transport.go.ke

TRANSCOM BUILDING
 NGONG ROAD
 P.O. BOX 52692-00100
 NAIROBI